

Community Services

Definition: Services aimed at developing one's awareness of, interaction with and/or participation in their community through exposure to and experience in the community and through teaching such concepts as self-determination, self-advocacy, socialization and the accrual of social capital. On site attendance at the licensed facility is not required to receive services that originate from the facility.

Transportation will be provided from the participant's residence to the habilitation site when the service start time is before 12:00 Noon. Transportation will be available from the participant's habilitation site to their residence when the service start time is after 12:00 Noon. The cost for transportation is included in the rate paid to the provider.

Provider: Services will be provided in or originate from facilities licensed by DDSN.

There are 2 types of Community Service:

1. **Group Services** - Community/Group Service is available to those participants who can benefit from services provided in a group setting. (One unit = ½ day or 2 to 3 hours)
2. **Individual Services** - Community/Individual Service is available to those who require that services be provided on a one-to-one basis. **Community Services/Individual must always be provided with a one to one participant to staff ratio.** (One unit = 1 to 3 hours)

In determining which type of Community Service is appropriate, the WCM must carefully consider the abilities/strengths, interests/preferences and needs identified in the Annual Assessment and/or informal assessment to determine which environment would be most conducive in achieving his/her goals.

Conflict Free Case Management:

In order to honor choice and prevent conflicts of interest, providers of Waiver Case Management services must not provide any other waiver service to the same person. When there is a conflict, the WCM will help the participant understand why a conflict exists and offer a choice of either another WCM provider or another waiver service provider. The Case Manager must then transition the participant to the chosen provider within 60 days.

Example: Individual services may be appropriate for those who, prior to enrollment in this waiver, were receiving and benefiting from Individual Rehabilitation Supports. Typically Individual Community Services should be targeted to those who live in the community and require services provided on an individually determined schedule that focus on the development of specific individual skills which promote interaction with people who do not have disabilities.

Arranging for the Service: When it is determined a participant needs Community Services, the participant and/or his/her family/guardian should be given a list of enrolled and qualified providers of this service. The offering of choice must be documented. If there is only one available choice

then this must be explained to the participant and/or his/her legal guardian and documented in the narrative or participant record.

The WCM must ensure the service is included on the Service Tracking System (STS).

The participant's Support Plan must be updated to include Community Services. The SCDDSN Waiver Administration Division will then review the service request. To initiate the service following approval by the Waiver Administration Division, an electronic authorization must be completed and submitted to the chosen provider. Ongoing Services must be authorized annually at the time of the Support Plan, and as changes are made to the service throughout the plan year.

Community Services must be Board-billed to the participant's SCDDSN Financial Manager agency. This must be indicated on the authorization.

Monitoring the Services: The WCM must monitor the effectiveness, frequency, duration, benefits, and usefulness of the service along with the participant's/family's satisfaction with the service. Monitoring may be completed with the participant, representative, service providers, or other relevant entities. Information gathered during monitoring may lead to a change in the service, such as an increase/decrease in units authorized, change of provider, change to a more appropriate service, etc. DDSN recommends that the Waiver Case Manager monitors this service when it begins and as changes are made.

Monitoring must be conducted as frequently as necessary in order to ensure:

- the health, safety and well-being of the participant;
- the service adequately addresses the needs of the participant;
- the service is being furnished by the chosen provider in accordance with the authorization, relevant policies and quality expectations;
- the participant/representative is satisfied with their chosen provider/s.

Some items to consider during monitorship include:

- Is the participant satisfied with his/her daily community activity?
- Is the participant satisfied with the provider of his/her service?
- What type of training is the participant receiving? Is the participant satisfied with the training?
- Are the training areas consistent with the participant's overall goals, wants and desires?
- Is the participant making progress in training areas identified by goals and objectives? If not, are goals and objectives reviewed and amended as needed?
- What is the participant's attendance?
- What are the opportunities for choice given to the participant?
- Does the participant feel comfortable with staff?
- Is the participant being exposed to community settings?

Reduction, Suspension, or Termination of Services: If services are to be reduced, suspended, or terminated, a written notice must be forwarded to the participant or his/her legal guardian including the details regarding the change(s) in service, allowance for reconsideration and a ten (10) calendar

day waiting period before proceeding with the reduction, suspension, or termination of the waiver service(s). See **Chapter 8** for specific details and procedures regarding written notification and the reconsideration process.